CDR-300

Android Spy **Recovery**

Android® Data Recovery Software for Windows OS

Download Version
User Guide

Rev. 1.0

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Introduction

The Android Spy Recovery is a Windows based application for Android® that allows you to view data and recover deleted data from your phone.

The data can be viewed and recovered directly from the mobile handset. The following manufacturers handsets, **Samsung, HTC, Sony, LG, Motorola, Huawei & ZTE** are supported by this application, and also Android OS versions v1.5 to v2.3.5.

Features

The application allows the user to explore the following features of the Android®.

SMS Information
Address Book
Call History
Mail and Calendar information
Videos
Internet History (including history and bookmarks)
Device Information including capacity
Photos

System Requirements

Hardware requirements

• Pentium 233 MHz or higher
• Data transfer cable for Android®

Software requirements

• Supports 32 bit and 64 bit versions of Windows XP, Vista and Windows 7
• Android® OS versions v1.5 to v2.3.5

Check for Updates

The software may be updated from time to time. It is advisable to check for updates periodically as we will continue to update and enhance the software to ensure it works smoothly. All updates are provided free of charge for minor version changes.

Installation

The InstallWizard will guide you through the required steps to install the Cell Phone Data Recovery software on your PC. The Android Spy Recovery will install a backup agent app onto your Android® phone. This application is needed to retrieve the data from the phone.

Understanding the user interface

The picture on the right shows the interface for this application. The data which is recovered by this application is viewed in the data recovery screen.

Data Recovery Overview/setting change

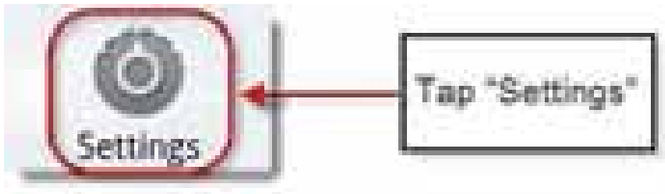
The Android Spy Recovery retrieves data and recovers the deleted data from Android® devices. This section explains how to recover data from your Android® phone.

Before recovery can begin, you must take the following steps.

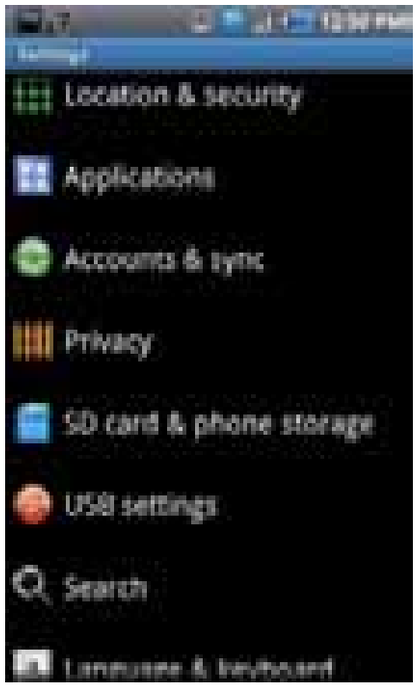
1. Install Android Spy Recovery for Android to your PC.
2. Turn on your Android handset.
3. Ensure that the battery is fully charged.

On your handset, you need to enable a setting for the connection

4. Go to Settings



5. Go to Applications, Development, Check the line saying USB debugging.



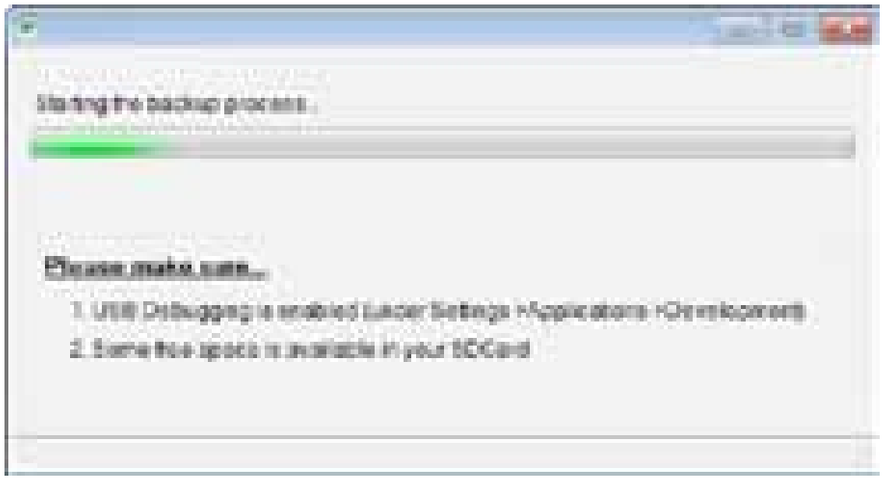
6. Connect your phone to the PC using a data cable.

7. Open the Android Spy Recovery for Android by double-clicking the Android icon on your desktop.

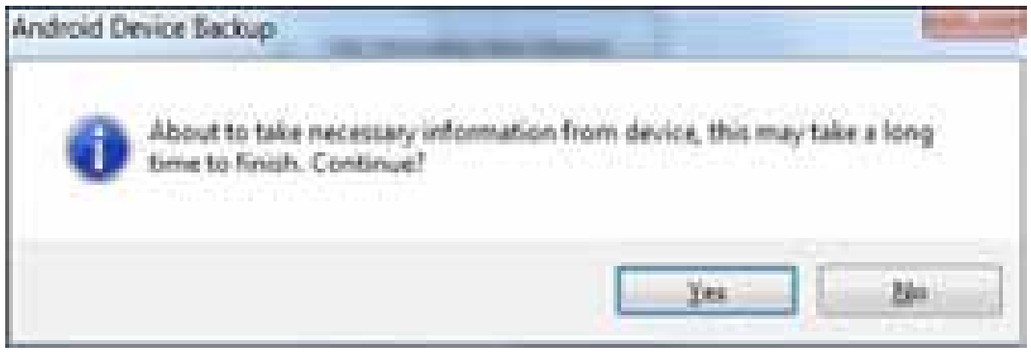
Data Recovery

1. The application will check for the phone connected by USB cable
2. If detected, it will open the data recovery screen.
3. If not detected, it will advise

4. If your phone is not detected by the PC, you may need to install the correct USB driver to the PC. If you do not already have the correct driver installed on the PC, please check the website for your handset manufacturer.
5. Click on the Android icon again to start recovery.
6. Once the device is connected, the application will prompt the user to start the data retrieval process.



7. A warning will be displayed about the time the data recovery may take. This is dependant on the amount of data stored on your Android handset.


Android Device Backup
About to take necessary information from device, this may take a long time to finish. Continue?
Yes
No

Clicking No will cancel the recovery. Clicking Yes will start the recovery and the backup agent application will install itself onto the phone.

8. After installation, the backup agent will retrieve the data from your phone and populate the tabs in the Android Spy Recovery recovery screen.

To navigate the data retrieved, the user can either click on any of the icons on the Android GUI to go directly to that feature (SMS, Contacts, Call Log, Calendar, Video, Internet, DeviceInfo, Photos and Recovery) or click on the related tab.

Please note that the time taken to display the photos and videos will depend on the number of multimedia data you have stored on your Android®. The more data you have, the longer it will take to retrieve. The feature selected will update the data recovery screen shown above.

The Recovery icon will recover deleted SMS History, Photos, Audio/Video files & documents from your Android® phone.

Note:
During recovery, the application may ask you to run another application, RA.exe. Please allow it to do so. Also to recover the data apart from SMS history, the application will ask you to enable USB connection mode. This mode is required to access the memory card for photo recovery.

You can also click on the tabs at the top of the information screen to view the desired data.

Search Text
The user is able to search any of the text based tabs by letter or word.

Hide Data Recovery Screen
To hide the data recovery screen, the user must click on the Hide icon.

Export to Excel
You can export data from the application as a Excel workbook (.xls file)

To export data:
Click the Export to Excel icon
Click browse to navigate to the destination folder and name the exported file.
You can then open the file to view the information.

Export Photos

You can export all the photos retrieved from your phone and save them to your PC.

To Export Photos:

Click the Export Photos icon
Click browse to navigate to the destination folder.
The application will save all photos it can find into the specified folder which can then be opened to view at a later date/time.

Export Videos

You can export all the videos retrieved from your phone and save them your PC.

To Export Videos:

Click the Export Videos icon
Click browse to navigate to the destination folder.
The application will save all videos it can find into the specified folder which can then be opened to view at a later date/time.

Troubleshooting

Connection and Data Download Problems
For most recovery issues, please try the following. If none of these suggestions work, continue reading the FAQ for more specific answers:

- Make sure the phone is not password locked
- Make sure the phone has a valid SIM card in it
- Make sure the phone is on the home screen of the program
- Make sure the phone is in USB Debugging mode
- Try using a different cable
- Put the phone in airplane mode
- Run Android.exe as administrator
- Try using a different USB port
- Try a different computer
- Try a different phone
- Eliminate as many variables as possible so you can see what the problem is
- Restart the phone

Help and Support

Help is available through the normal help menu within the software. Further information and Frequently Asked Question's (FAQ's) are available from the Cell Phone Data Recovery website.

If you have not found a solution by visiting our website, please contact us using one of the following methods:

Email Support:

Cell Phone Data Recovery provides technical support via email during the free trial period - please send your query to **tdlsupport@cellphonedatarecoverypro.com**. We will endeavour to reply to your query as quickly as possible (usually within 24 hours of receiving an email).

Online Support:

Use our online chat function available on our website to chat with a member of our technical team. Please note this service is only available between 9am-5pm Monday to Friday (GMT).

Telephone Technical Support

UK Users: 08444 772 988
International Users: +44 (0) 1373 839465
Please note this is an English speaking service only and is available between 9am-5pm Monday to Friday (GMT).

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Cell Phone Data Recovery Pro Limited Warranty

What does this limited warranty cover?
This limited warranty covers any defects in material or workmanship in the new Cell Phone Data Recovery Pro software. Only consumers purchasing this product with a valid activation code may obain coverage under this limited warranty.

What does this limited warranty not cover?
This limited warranty does not cover any problem that is caused by (a) accident, abuse, neglect, shock, electrostatic discharge, heat or humidity beyond product specification; or (b) any misuse contrary to the instructions in the user manual; or c) lost passwords; or (d) malfunctions caused by other equipment. This limited warranty does not cover data loss - backup any data to a separate medium where appropriate on a regular basis.

In no event shall Cell Phone Data Recovery Pro be liable for any special, indirect or consequential damages or any damages whatsoever resulting from loss of use of or inability to use the software, even if Cell Phone Data Recovery Pro has been advised of the possibility of such damages.

Refund Policy

Cell Phone Data Recovery's liability will not exceed the purchase price of the software. Due to the nature of the software, we do not offer refunds if after purchasing an activation code, you change your mind or find that the

software is not suitable for your needs. It is your responsibility to use the trial period to evaluate and ensure that the software is suitable for your needs.

We may only offer a refund in circumstances where you find fault in the software. If this is the case please email refund@cellphonedatarecovery-pro.com with your request within 30 days of purchasing the software. Each case will be evaluated on an individual basis. We retain the right to withhold a refund at our discretion. If a refund is received, you must uninstall the software from your computer. You may not reinstall the software without purchasing another activation code.

This warranty statement does not affect your statutory rights.

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